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Universal Orlando Resort™ Team Member Newsletter

July 24 - August 6, 2017

CINEMATIC SUMMER
UNIVERSAL ORLANDO RESORT

INSIDE THIS ISSUE

New **Beacon Lake Warehouse** Opens

More Big Winners in the **Summer Showdown**

Upcoming Events in **Our Diverse Universe**

2017 TSAT Survey Now Underway!

Your Ticket to Team Member FUN!

A "Cinematic Summer," presented by UOTMS, is in full swing! With immersive events, exclusive access to park attractions, Party Patrol fun, and more, Team Members continue to experience their favorite cinematic genres this summer. Check out page 7 for upcoming Cinematic Summer events, so you don't miss out on your opportunity to participate in the silver-screen fun!

Summer's not over yet.... More excitement to come!

UNIVERSAL ORLANDO RESORT

PRODUCED BY UNIVERSAL ORLANDO RESORT™ TEAM MEMBER COMMUNICATIONS

What's New

IN THE MIX

Cirque du Soleil Acquires Entertainment Phenomenon Blue Man Group

Global entertainment leader Cirque du Soleil has recently announced the acquisition of New-York-based Blue Man Productions, a global live entertainment company best known for the award-winning Blue Man Group show, performed in over 20 countries and seen by more than 35 million people worldwide since 1991.

Blue Man Group has been an important part of the Universal Orlando experience for many years and we're looking forward to continuing that partnership moving forward.

Sushi Has Arrived at Team Member Grills on Select Days

Our Team Member Grills are continually looking for new ways to improve and diversify the food offerings for our Team Members.

For a limited time, fresh Sushi Rolls will be served at main Team Member grill locations on select days! The schedule is as follows:

- Tuesdays - IOAsis Grill
- Wednesdays - Backlot Bistro
- Fridays - Breakaway Café

Make sure to stop by and grab a fresh Veggie or California Roll!

New myUO Site Offers Cooperation Resources

With a focus on "Cooperation Across Departments," the TSAT Advocacy Group (TAG) has introduced a new tool on myUO called "Cooperation Central."

It's just one click away on the myUO home page (accessible from any on-property computer) under **'Quick Links/ Company Tools'** and provides an overview of each division, as well as key resources to help facilitate cooperation across departments. Check it out and share your feedback on the site!

Beacon Lake Warehouse Now Open

Beacon Lake is a brand-new 140,000SF building designed for Entertainment Costume Fabrication and Entertainment Warehousing. The facility features an ample workspace for Costume Fabrication in addition to ample Entertainment storage. "We have all beared witness to the growth and development of Universal Orlando over the past several years," says the Entertainment team. "This new facility serves as a 'Beacon' of that success. The Entertainment team is very thankful to be a part of UO's expansion and achievements. We look forward to using this facility and the space it affords us to prepare for and attain all of UO's future aspirations!" Congratulations to the team on their new "home!"

Wardrobe Introduces New Conveniences with More on the Way

The Wardrobe team is always looking for opportunities to enhance the Team Member experience at Wardrobe facilities. Based on feedback directly from Team Members, improvements have been made at all three locations to better serve Team Member needs, highlights include:

North Parking Structure (NPS) Wardrobe

- A new sorting room has opened - which has allowed for the removal of clutter and drop bins in the lobby and provides a new space in the sorting room, making it a more pleasing and user-friendly area.
- A new electronic directory sign has been installed for easy navigation.
- To better serve Team Members, the location is now open 24 hours a day.
- A seamstress is now available 7 days a week.

Main Wardrobe Building

- Self-scan continues to be a popular option for Team Members to check out their wardrobe. The system was recently updated to make transaction times faster.
- New screens have been added to better communicate the self-scan process.

"These are just a few of the enhancements that the Wardrobe team is working on," says Jeff Staples, Manager, Resort Services Support. "With the upcoming Wardrobe expansion, you will see more self-pick space, a brand-new shoe store, a new state-of-the art laundry facility, and more! All of the expansion efforts will continue to have our Team Members' interests as a top priority. Stay tuned for more updates!"

REMINDER:

Next Velvet Sessions: The Verve Pipe

The award winning "Velvet Sessions" is a rock & roll cocktail party held in the hotel's Velvet Bar and Lobby Lounge where we showcase a different type of specialty cocktail along with fabulous finger foods and great live music from legendary bands. Come see **The Verve Pipe** performing hits including "The Freshman", "Photograph", "Villains'", and many more

Check for pricing and purchase tickets online at **www.velvetsessions.com** or by checking with the concierge at the Hard Rock Hotel.

UO Team Member DISCOUNT
$15 Visit velvetsessions.tix.com Code: **UOTM15**

FRIDAY, JULY 28 - 6:30PM

Velvet Sessions is a 21 and older event.

In the Spotlight

The Summer Showdown is Heating Up!

The Universal Way **Summer Showdown** is still going strong! Teams are competing to see which areas can sustain or improve GSERVE scores, who delivers the most positive vs. negative guest interactions, and which teams will receive "MVP" awards based on GSAT comments.

Winning Team to Attend Party at Universal's Volcano Bay™
At the end of the summer, a winning team from USF/IOA/CityWalk, Back-of-House, and Volcano Bay will get to attend a team party in September at Volcano Bay!

First MVP Winners Announced

Congratulations to the following teams recently selected as Summer Service Showdown MVPs!

Margaritaville for exemplary guest service provided by Phyllis Pipkin (photo right)

Toll Plaza Attendants for exemplary guest service (photo left)

More Team Members Win Big with "Going Out of Your Way"
Check out some of the most recent winners below – from TVs to iPads, these Team Members won big! New winners are selected every week and the prizes just keep getting bigger!

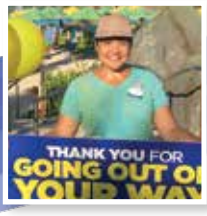
Dee Harry
Attractions Operations
iPad Mini

"Dancing with a small child at Dance Party for the whole song which really made her family happy!"

Nicole Sharp
Food & Beverage
iPad Mini

"Helping a Team Member in a wheelchair get their food."

Yakira Fernandez
VB Premium Services
40" Smart TV



"Finished duties before instructed and went out of your way to help every guest encountered."

Beth Lindsay
Talent Development
40" Smart TV

"...thanks for helping that family of 19!! They loved the attention and were wowed!"

Kristen Powell
Food & Beverage
iPad Mini

"Giving amazing team support and guest service."

They Went Out of Their Way By:

Will you be the next big winner?
Get spotted **"going out of your way"** and drop your card at Wardrobe, CityWalk Admin, B-114, or Volcano Bay Team Member Grill (Wahi Kai) for your chance to win!

Kirsten Abbott-West Receives Master Status for the Leadership Challenge

Now One of Only 70 in the World to Receive This Title

Based on the award-winning, best-selling book, ***The Leadership Challenge*** is a global campaign and program to "liberate the leader in everyone." Our very own Kirsten Abbott-West, Director of Talent Development, Leadership, has been an established Facilitator of The Leadership Challenge Workshop since 2012. Over the years, she has helped to integrate the workshop and The Five Practices of Exemplary Leadership®, the pillars of the program, into our culture at Universal Orlando. Not only has Kirsten and her team delivered this workshop to over 400 leaders so far, but she also maintains a connection with The Leadership Challenge alumni with monthly inspirational messages to deepen their commitment. Based on the impact that the program has had at UO and Kirsten's dedication to strengthening its reach, she was recently awarded Certified Master Status, a title which has only been attained by about 70 trained professionals internationally!

The authors, Jim Kouzes and Barry Posner, along with Kirsten's long-time mentor, Stephen Hoel, presented Kirsten this prestigious honor. "We all wholeheartedly agree that Kirsten...is now qualified to be elevated to Certified Master Status," said Jim Kouzes, "She represents a perfect candidate for full inclusion in our community." *Congratulations, Kirsten!*

THE RIGHT STUFF

Don't Forget to SAY It! for Cooperation Across Departments

In support of our 2017 effort to focus our TSAT Action Plans on "Cooperation Across Departments," an all new way to SAY It! is now available! Team Member Services has distributed special, limited edition Blue SAY It! cards to leaders and when submitting an online SAY It! you can choose to specifically recognize cooperation by selecting "Cooperation Across Departments" from the drop-down menu. **May-July, all "Cooperation Across Departments" submissions of SAY It! will be entered in 20 drawings to be held during the August Team Member Satisfaction (TSAT) survey administration period for $150 Universal Orlando gift cards!**

School Supply Drive Extended Through August 7

The beginning of the 2017-18 school year is right around the corner and children in Central Florida are in desperate need of back-to-school items. **Our school supply drive has been extended to include Tax Free Weekend.**

As you're shopping for school supplies for your family, or if you just want to help someone less fortunate, please consider adding one more notebook or one more set of crayons for kids in need. Donated items will benefit **A Gift for Teaching** and **qualified UO Team Members.** Contact Community Relations at 407-224-6783 for more information.

Items Needed:
Backpacks • Crayons & Pencils • Spiral Notebooks • Notebook Paper • Colored Pencils • Markers

Drop Box Locations:
B-110 Lobby • B-114 • B-20 • B-32 • B-22A • Commodity Circle • CityWalk Admin • CityWalk Wardrobe• UO Wardrobe • The Promenade • Exchange Drive • Lakewood Drive • Volcano Bay Admin (B-390)

For Your Benefit

GOOD SENSE

Going Back to School in the Fall? UO Can Help!

Universal Orlando's Tuition Reimbursement Program is available to assist full-time (regular) UO Team Members in advancing their career and/or educational interest. Full-time Team Members who have completed six months of continuous service with the company, at the start of the class, are eligible to participate within the established guidelines.

Tuition, books, and laboratory fees will be reimbursed at 75%, up to a combined maximum of $700 per undergraduate course, and up to a maximum of $1,000 per graduate course. A maximum of eight courses per calendar year can be reimbursed providing a grade of "C" or higher is earned at the undergraduate level and a grade of "B" or higher at the graduate level. Stop by the Benefits Department in B-111 or call 407-363-8035 to learn more about this benefit.

Pay Yourself First by Contributing to Your 401(k) Retirement

The Universal Orlando 401(k) Retirement Plan provides eligible UO Team Members with the opportunity to save for retirement on a tax deferred basis. The Plan offers an excellent company match – 100% on the first 3% of your contribution and 50% on the next 2% with diverse investment options and immediate vesting - you are immediately vested in your own contribution and the company match. ALL Team Members are eligible to participate in the Plan upon completion of 1,000 or more service hours so start saving today for your retirement by enrolling at www.401k.com or by calling 1-800-835-5095.

Mark Your Calendar: Health Fair & FREE Flu Shots this October

Universal Orlando's annual Health Fair is set to return this October with free flu shots for ALL UO Team Members, screenings, information, vendor visits, prize drawings, and so much more! Stay tuned to ***UO News*** for details on this year's event!

Are You Lost in the Maze of Medicare?

On-Site Resources Available to Help You Find Your Way

Do you have questions about Medicare? Are you wondering if a Medigap Plan is the right choice for you? And if so, which one should you elect? Are you confused by Part D and which carrier works best for your personal needs? Now is your chance to ask these questions as a representative from SHINE (Serving Health Insurance Needs of Elders) will be on-site to assist with these questions.

A representative of SHINE will be presenting an informative overview of Medicare and your options. If you need additional information after the presentation, SHINE representatives will be gathering names and contact information to set up appointments to discuss your personal situation.

Presentations will be held:

Tuesday, August 1
9:00am & 12:00pm (each session will last approximately one hour)
B-112 Training Room #1 (building behind the HR building)

Note: Due to seating limitations, please RSVP by Friday, July 28 by contacting Dawn Christensen at dawn.christensen@universalorlando.com or 407-224-5181 (please be sure to indicate if you would like to attend the AM or PM session).

Did You Know?

SHINE representatives are committed to helping you make informed decisions in regards to your insurance benefits. SHINE representatives are not affiliated with any insurance company and will not attempt to sell you insurance. Their services are free, unbiased and confidential. SHINE representatives can:

- Help you understand your Medicare benefits
- Help you determine which Medicare Prescription Drug Plan best fits your needs
- Answer questions about Medigap, long-term care insurance policies, and other health insurance programs for seniors
- Assist Medicare beneficiaries in specific areas such as home health benefits, Medicare claims/appeals, and other Medicare issues
- Share details about benefits available in your area and refer you to other helpful programs
- Help you understand "when" you should be making elections for various coverages while you are still employed

We look forward to seeing you at this informative presentation!

EAP Available for All UO Team Members and Dependents

Benefit Includes Up to Three In-Person Assessments with a Counselor

The Universal Orlando Employee Assistance Program (EAP) provides a free, confidential 24/7 benefit for you and your household members designed to assist with personal issues that keep us up at night or worried throughout the day. The EAP benefit includes up to three in-person assessments with a counselor, work/life balance information online, referrals to community resources, and crisis intervention services. There are no co-payments or out-of-pocket expenses associated with these services (unless you are referred beyond the three free face-to-face visits).

To learn more about this benefit, brochures are available in the Benefits Department. Or you can contact the EAP at 1-877-622-4327 or by visiting www.CignaBehavioral.com (Employer ID: universal).

Walgreens
AT THE CORNER OF HAPPY & HEALTHY™

Walgreen's Pharmacy at TeamCare

As a reminder, ALL Team Members are eligible to use the services of the Walgreen's Pharmacy located at TeamCare! You don't have to be covered by a Universal Orlando Medical Plan to take advantage of the convenience of this pharmacy. Whether you have a prescription that you need to fill periodically or an ongoing maintenance medication, take advantage of dropping off and picking up your prescription right here at work!

In addition, the Walgreens Pharmacy located at TeamCare offers a 15% to 25% discount on all over-the-counter medications. If you wish to transfer prescriptions for yourself and/or family members, stop by or call Walgreens Pharmacy located at TeamCare and the staff will assist you with this process.

Monday - Friday / Pharmacy: 6am to 6pm / Phone: (407) 224-CARE (2273)

Visited TeamCare Medical Services lately? Tell us what you think! Complete the survey you receive via email after visiting.

Recognition

BRAVO AWARD WINNERS

Alberto Pena
Operations

Trevor Bundschuh
Blue Man Group

Marie Pinthieve
Parking & Transportation

Jamie Rausch
Technical Services

Veronica Bowery
Park Services

Delacey Dixon
Attractions Operations

Ali Beemer
Marketing & Sales

Frank Foglia
Entertainment

Staci Laughlin
Entertainment

Lourdes Albelo
Merchandise

Divyabala Patel
Merchandise

Milady Licari
Merchandise

BrieAnna Richardson
Attractions Operations

Dante Gay
Food & Beverage

Ashley Shope
Food & Beverage

Hector Velazquez Montalvo
Attractions Operations

Julie Kirby
Food & Beverage

Elizabeth Roman
Food & Beverage

Brittan Ciechanowski
Human Resoures

Dale Reece
Shared Services

Colby Buskirk
Entertainment

Theodore Pottinger
Food & Beverage

Christopher Ables
Shared Services

Abigail Brass
Entrance Operations
Volcano Bay

James Baukight
Aquatic Operations
Volcano Bay

Armand De Beer
Security
Volcano Bay

James Evans
Technical Services
Volcano Bay

JULY 2017

MILESTONES

Congratulations to all Team Members who are celebrating their anniversary with the company in **July!**

25 YEARS

Technical Services
Mitchell Colson

20 YEARS

Entertainment
Tim Hays
Amale Mrini
Jason Thomas

Finance
Denise Dunkel

Food & Beverage
Charles Bossert
Sanny Olimpo

Marketing & Sales
Georgia Bryant

Merchandise
Joseph Land

Universal Creative
Jeffrey Kujawa

15 YEARS

Blue Man Group
Lazarus Mitchell

Finance
Sonya Gauer

Food & Beverage
Brian Bacica Jr
Michael Shadeh
Cristobal Nieves

Human Resources
Sharon Brown

International Operations
Page Thompson

Merchandise
Jeffery Kluttz

Park Services
Brenda Dyer

Security
Jaquana White

Technical Services
John O'Connor
Vu Quoc Tran
Kenneth Makohuz

Universal Creative
Brian McQuillian

10 YEARS

Attractions Operations
Stephen Dodson
Keith Mott
Michael Pino

Blue Man Group
Allison Schiffli

Entertainment
David Baker
Ryan Charles
Bryan Clark
John Hansen III
Layden Sadecky Jr.

Entrance Operations
Barbara Tomalavage

Finance
Rita Caballero
Tara Colton

Food & Beverage
Amber Almodovar
Dillion Buckler
Ryan Butt
Michael King
Gregory Klatt
Ronald String

Health Services
David Peyton

Human Resources
Howie-Alice Jones

Marketing & Sales
Trang Thoman

Merchandise
Kalynn Whitley

Park Services
Justin King
Timothy Torres

Revenue Operations
Shante Jenkins

Security
Nilma Xavier

Technical Services
Jose Centeno
Ramesh Jagmohan

Universal Creative
George Gakoumis Jr.

5 YEARS

Attractions Operations
Joseph Cartaya Jr
Stephanie Hernandez
Christopher Morse
Franky O'Farrill
Dezaray Vick

Entertainment
Mikhel Barkan
Lynann Barr
Bruce Costella
Grant Deckert II
John DiNatale
Ilysa Ellis

Milestones continued on page 6

MILESTONES

Continued from page 5

5 YEARS

Kairi Gatto
Ian Gonzalez Figueroa
Dylan Kollath
Nicole Larez Garcia
Gina Magurno
Brian Mahoney
Melissa Mollentze
Jonathan Quinones Diaz
Michael Ridenour
Stephanie Seeley
Brandon Williams
George Allen III
Jessica Burrows
Lamont Davis
Karl Donaldson
Austin Engel
Kevin Garcia
Karen Garvin
Major Heflin
Andrew Karwowski
David Lawyer Jr.
John Michael McDonald
Nathaniel Mohr
Eva Newshutz
Armando Quintero
Alisha Roman-Almodovar
Robert Tripp Jr
Lance Watters

Entrance Operations
Orlando Donegal
Laurie Manko

Event Operations
Heather Bright

Food & Beverage
Cristian Aguilar
Charles Dantes
Edwin Padilla Jr
Katie Thayer

Health Services
Matthew Gibson

Human Resources
Courtney Kurtzweg
Eleanor Lea

Parks Technology
James McAdams III

Marketing & Sales
Sarah Pizzo
Stephanie Burden
Zahir Charan
Cassandra Farr
Alicea German
Tiffany Gonzalez
Sharon Jimenez
Bianca Montanez
Lafrida Nobles
Kenneth Probst
Jose Vazquez Colon
Nahomie Villard
Kimberly Zimmerman

Merchandise
Daniel Doak
Ivan Dominguez
Julie Foster
Jahira Morales
Humberto Rosa Valentin

Operations
Anita Hans

Park Services
Gary Coicou Jr
Graham Linton
Shannon Pope
Thomas Pszota
Paulette Shultz
Bruce Wilson

Parking & Transportation
Thomas Riether

Security
Jordan Penwell
Patrick Shine

Technical Services
Guy Anderson
Shawn Thompson
Rudolph Dearing III
Scott Jansen
Ryan Stevens

Universal Creative
Rock Carter
Denise Ganson
Adelina Luciano
Marc Sherman
Daniel York

uKnow: The Universal Knowledge Base

Become a Universal expert by visiting **uKNOW,** the Universal Knowledge Base! It provides Team Members quick access to resort and operational information so they can assist our guests with efficiency and accuracy, and is also available in a Spanish version – uKNOW Español. It's just a click away from the 'Resort Knowledge Center' dropdown on the myUO home page (accessible from any on-property computer).

Start exploring today and become the Universal experts our guests expect. Feel free to leave feedback on the uKNOW site or email the Knowledge Management team at **uKNOW@universalorlando.com.**

All-New Online Internal Application System Coming Soon!

Universal Orlando Career Network Announces a New Platform with Enhanced Features - Check Out the Details

What's New?

Team Members will be able to:

Access the system via the Self Service Center

- This centralizes where Team Members access company resources and is already a convenient and familiar tool found on **UOTeam.com**.

Save time applying with a resume OR social media profile

- To save time when applying, Team Members can upload a resume OR use their LinkedIn or Facebook profile to create a system profile.
- Based on the profile, the system will then auto-populate job history and education fields in the application.
- Don't wait! Once the system is active, Team Members can create a system profile BEFORE applying to a job opening! The sooner, the better so that your talents are searchable by Recruiters seeking specific skillsets. Click on 'Create a Profile' in the Internal Jobs Portal in the Self Service Center to provide your resume, background, and register your interest in various career areas.

View their application's status

- From the home page of their account, Team Members will have the ability to view the current application status as it proceeds through the recruitment steps to confirm when the application was received, if they are invited to interview, etc. Additionally, emails will be sent providing updates as the application status changes.

What is Staying the Same?

Interview Eligibility Forms – the existing process will remain requiring Team Members to bring a completed Interview Eligibility Form signed by their leader to an interview.

Once the System Launches

- **Create a Profile** - Team Members are encouraged to visit the Internal Jobs Portal in the Self Service Center once the system is active to create a profile and answer a few questions for tha first time they log in.
- **Sign-Up for Job Alerts** - Team Members are also encouraged to sign-up for job alerts for their areas of interest (this can be done from the Internal Job Portal in the Self Service Center.)

Stay Tuned to UOTeam.com for More Info and Updates on When the System Launches

Once the system launches, Team Members can visit **uoteam.com/yourcareer** for a step-by-step guide to the system and FAQs. For additional assistance, Team Members can email the Career Network at: CareerNetwork@universalorlando.com or call 407-224-6677.

Upcoming Events in Our Diverse Universe

U.S. Coast Guard Birthday Celebration
Friday, August 4

Flag Raising Ceremony
8:30am - 9:00am / B-110 Entrance

Cake Cutting Celebration
12:00pm - 12:30pm / Backlot Bistro

The patriotic celebration of Military Team Members continues – join the Diversity & Inclusion Team to honor our home town heroes! UO's Veterans Network is celebrating the U.S. Coast Guard's birthday and invites you to join them in honoring this branch of the U.S. Military with a special flag raising ceremony and cake cutting! No registration required.

UOWN - The Power Persona Trifecta: Self Assured Manner
Thursday, August 17
12:00pm - 1:00pm
CityWalk's Rising Star™

Join us for our third installment in this three-part series that has focused on nurturing your best self with image, poise, and communication tools - now, let's pull it all together! Learn from a panel of female leaders from across our diverse universe that will highlight lessons learned and how your overall image, focused on presence, poise, and behavior, plays an intricate part in your personal brand. To register, visit **UOTeam.com/Diversity.**

Sign Language Service available upon request via registration system. Please note ASL Interpreters require two (2) weeks advance notice and are subject to availability.

Diversity Inclusion
UNIVERSAL ORLANDO RESORT

Perks & Play

UOTMS PRESENTS
CINEMATIC SUMMER
UNIVERSAL ORLANDO RESORT

There's More Cinematic Summer Fun in July & August! Don't miss the 'Now Showing' events and don't forget:

Your Ticket To Fun - Collect Stamps at Events for a Chance to Win Big!
Be sure to pick up your Cinematic Summer movie ticket at any event. Collect at least 4 stamps and turn in your card at the end of the summer for your chance to win some awesome prizes.

UOTM Favorites - Cast Your Vote Today!
Tell us what you love at UO - vote today at **UOTeam.com/perksandplay.** Stay tuned for a big reveal of the winners at **The Cinematic Summer Awards!**

NOW SHOWING

Don't miss the action-packed lineup of events across the resort!

Attraction: MEN IN BLACK™ Alien Attack™
Thursday, July 25 / 11:00pm - Midnight
Exclusive access to this attraction after park hours.

A Cinematic Summer Event: *Comedy*
Thursday, August 3 / 11:00pm – 1:00pm / Universal Studios Florida™ - Streets of New York
Join UOTMS in the streets of New York as we celebrate Cinematic Summer: Comedy with exclusive Team Member access to **Race Through New York Starring Jimmy Fallon™** *after park hours. Team Members can expect food and beverages, as well as games, characters, and more!*

A Cinematic Summer Event: *Fantasy*
Tuesday, August 8 / 4:00pm – 5:30pm / Soundstage 33
Explore an age of knights and mystical dragons in this unique cinematic universe. Stop by and indulge in some medieval food and drink just like kings and queens of old.

Attraction: Harry Potter and the Forbidden Journey™
Wednesday, August 9 / 11:00pm - Midnight
Exclusive access to this attraction after park hours.

Attraction: Despicable Me Minion Mayhem™
Wednesday, August 16 / 7:00am - 8:00am
Exclusive access to this attraction before park hours.

A Cinematic Summer Event: *Animation*
Thursday, August 17 / 10:00pm – Midnight / Universal Studios Florida™ - Music Plaza
Come relax with an exclusive screening of the film Despicable Me in the Music Plaza after park hours. Snack and drinks are provided! (Location & date subject to change due to weather.) ***Register at UOTeam.com/appreciation***

A Cinematic Summer Event: *Musical*
Wednesday, August 23 / 12:30pm – 2:00pm / Soundstage 33
Step into a world of Broadway with UOTMS. Enjoy food, drinks, and fun! You may even bump into Marilyn Monroe..

Attraction: Hollywood Rip Ride Rockit™
Friday, August 25 / 9:30pm - 10:30pm
Exclusive access to this attraction after park hours.

Cinematic Summer Awards

Thursday, August 31 / 12:30pm - 2:00pm / Soundstage 33
UOTMS is hosting a Summer Awards Ceremony for "UOTM Park Picks."
Vote for your Universal Orlando Park favorites on UOTeam.com.

UOTMS
Universal Orlando Resort™ Team Member Services

UO Road Cycling Group Ride

UOTMS is hosting a road cycling group ride! Meet other Team Member cyclers for a night out on the trail, as we cycle 25-30 miles (with optional stops). Register at UOTeam.com/activities

Road Cycling Ride / Tuesday, August 15 / 7:00pm / West Orange Trail (Chapin Station)

Painting with a Twist

Embrace your creative side with UTMS. We will guide you through each step of recreating a beautiful painting, and you'll have a piece of art before you know it!

Painting with a Twist / Tuesday, August 29 or Wednesday, August 30
6:00pm / Dr. Phillips Studio / $15 per person (1 guest welcome)

QUICK CUTS

Share Your Celebrations

- Congratulations to **Rick Carter** from Technical Services and **Bridget Carter** from Food & Beverage – the couple celebrated their 4th wedding anniversary on July 30.
- Congratulations to **Woody Woodward** from Security and his wife Martha – the couple celebrate their 60th wedding anniversary on August 17.
- Congratulations to **Mary Boatman** from Entertainment and Gabor Simon – the couple weds on August 19.

Are you celebrating a recent wedding anniversary, marriage, birth or adoption? Tell us about it and we'll feature it in an upcoming issue of ***UO News!*** Simply visit **UOTeam.com/celebrations** and fill out the easy-to-use form with your information.

Blockouts Lifted at IOA and USF for Team Member Comps July 24 through August 13

Team Members now have more opportunities to share Universal Studios Florida and Universal's Islands of Adventure with family and friends, as the blockout for IOA and USF will be lifted for quarterly Team Member Comp Passes, effective Monday, July 24 through Sunday, August 13!

You can place orders for these updated dates now via the Team Member Comp Pass system. To access the Team Member Comp Pass system – or for more details and an updated blockout calendar – visit **UOTeam.com/comppass.**

Note: Volcano Bay remains blocked out through August 20.

Celebrate Your Birthday with a Complimentary Meal!

Who doesn't appreciate a birthday celebration? All UO Team Members are invited to either the Backlot Bistro, IOAsis Grill, or Break-Away Café during the month of their birthday to enjoy a meal courtesy of UO (up to $5 in value). Just show your ID at the register and explain that you're claiming a birthday meal!

Take the TSAT!

The 2017 TSAT Survey Starts *Online* Today and In-Person July 26!
Check Out the Dates, Times, and Locations Below

TSAT2017
Begins This Week!

Help Us Build a
Better Universe!

ONLINE

Team Members can take the survey online at their desks or at a computer in their work location anytime between Monday, July 24 and Friday, August 11.

BLUE MAN GROUP VIP

Wednesday, July 26 – Wednesday, August 9
9:00am – 7:00pm DAILY

Sign Language Interpreters Available
Thursday, July 27.....9:00am – 1:00pm
Tuesday, August 1.....9:00am – 1:00pm
Friday, August 4.....9:00am – 1:00pm

Third Shift Team Members
Thursday, July 27.....10:00pm – 2:00am
Wednesday, August 2.....10:00pm – 2:00am

CITYWALK

EXTENDED HOURS
Friday, July 28 ..... UNTIL 11:00pm
Saturday, July 29 ..... UNTIL 10pm
Thursday, August 3 ..... UNTIL 10pm
Friday, August 4..... UNTIL 11:00pm

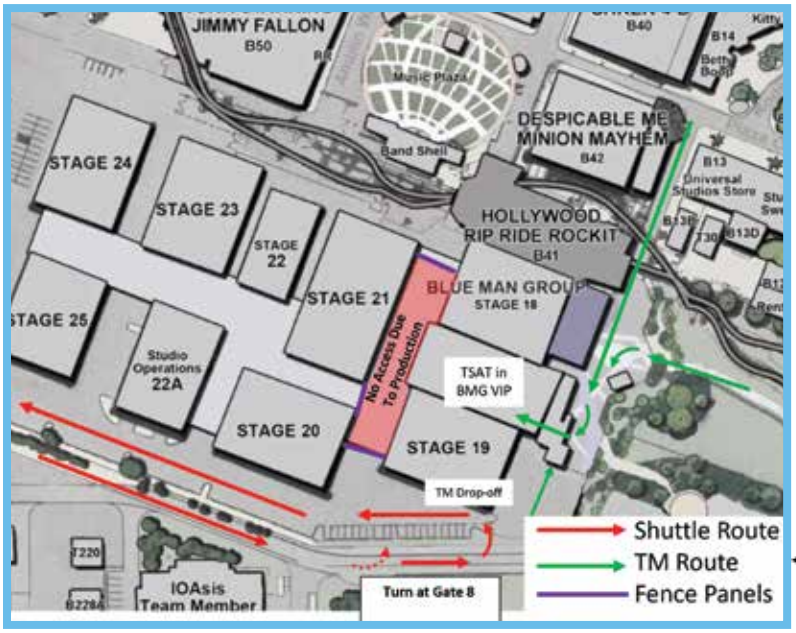
EXCHANGE DRIVE

EXECUTIVE CONFERENCE ROOM
Thursday, July 27.....9:30am – 12:30pm
Tuesday, August 1.....2:00pm – 5:00pm

VOLCANO BAY

BUILDING B390
Friday, July 28 – Wednesday, August 9
9:00am – 7:00pm DAILY

Bill Davis takes the TSAT survey in 2016



The TSAT Survey...

... supports Universal Orlando's Mission of providing an environment where our Team Members are proud to work, each year we conduct the Team Member Satisfaction (TSAT) Survey and take actions based on the survey to improve satisfaction. The survey helps us:

- **understand what "drives" Team Member satisfaction and commitment**
- **improve communication and learn from our Team Members' valuable opinions and great ideas**
- **develop action plans for continuous improvement at Universal Orlando**

Your Way-Finding Map
to Blue Man Group VIP

uonews

Sr. Editor / Art Direction **Andy Warren**
Managing Editor **Debbi Compton**
Production and Layout **Doug McKee**
Associate Writer **McLean Alley** **Kyle Fairhurst**

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1000 Universal Studios Plaza • Orlando, FL 32819 | Phone: **407-224-5078** • **www.UOTeam.com**

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